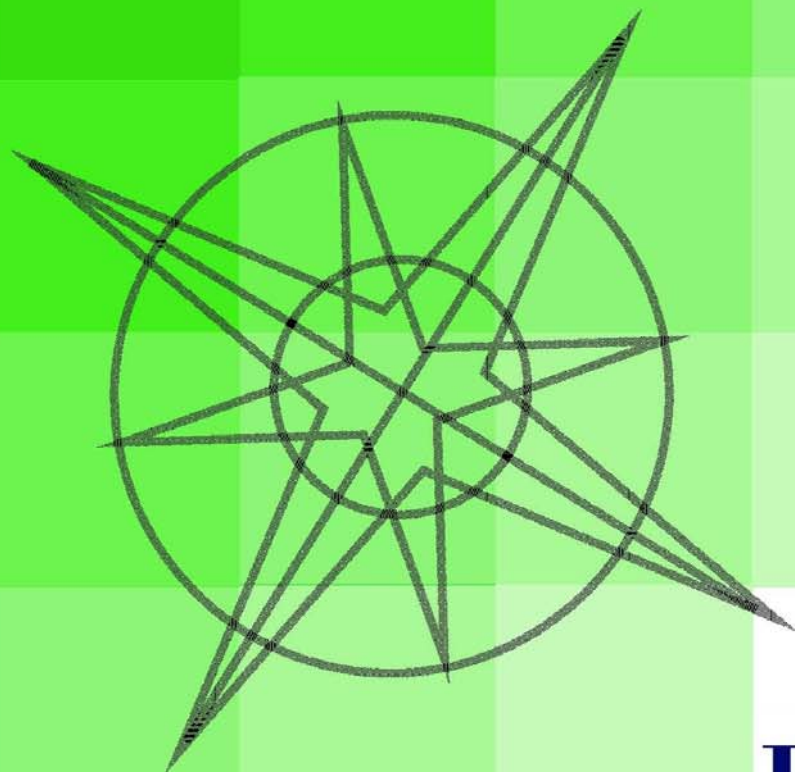


Performance and Development Solutions

Iowa Department of Administrative Services

Course Catalog

July 1, 2008 - June 30, 2009



Performance & Development Solutions (PDS)
Course Catalog
2008-2009

TABLE OF CONTENTS

General Information.....	2
Registration	
Training Liaisons	
Locations	
Suggested Eligibility	
Course Notifications	
Cancellation Policy	
Contact Information	
About Us	3
Programs and Services	4
Learning Categories	
Organizational Development (OD)	
Certificate Programs	
Certified Public Manager (CPM) Program	
Special Sessions	
Electronic Surveys	
Online Learning	
Profiles and Learning Instruments	
Professional Coaching	
Computer Skills Training – New Horizons and DAS-PDS	11
Course Descriptions and Dates.....	21
Enrollment Forms	41
Course Registration	
Online Learning	
Certificates Programs	
Achievement	
Administrative Assistant	
Applied Business Series	
Applied Management Series	
Foundations of Government	
Index of Courses.....	55

Performance & Development Solutions (PDS) General Information

Registration	<p>Register for Performance & Development Solutions (PDS) courses by completing a course registration form, obtaining the appropriate signatures, and submitting the signed form to your agency's Training Liaison. Each agency will approve or deny training requests. Your training liaison will then enroll you for the course(s) and notify you with a confirmation notice two weeks prior to the class.</p> <p>If your organization does not have a training liaison, please contact PDS at (515) 281-5456 or pds@iowa.gov in order to register for an upcoming course.</p>
Training Liaisons	<p>Training Liaisons are contacts within state departments and organizations that assist in enrolling their employees in PDS courses and communicate information about upcoming learning opportunities. A list of training liaisons may be found at the PDS website under <i>Training Liaisons</i>.</p>
Locations	<p>The majority of PDS seminars and workshops are held in Des Moines at the Hoover State Office Building, 1305 E. Walnut on the Capitol Complex. The final location will be stated within the confirmation notice sent to participants. Directions and parking information can be found at the PDS website under <i>General Information</i>.</p> <p>PDS also periodically coordinates sessions in alternate locations throughout Iowa, such as the Quad Cities, Sioux City, and Cherokee. Please visit the PDS website periodically for information about these sessions, or contact PDS directly to coordinate a special session for your location.</p>
Suggested Eligibility	<p>Most PDS courses have a notation of recommended eligibility. It is up to individual agencies to approve or deny course enrollments based on recommended eligibility. Codes are as follows:</p> <p>ALL - All classifications of employees are eligible to attend these courses.</p> <p>E - Executive: These courses are designed for division administrators and upper-level executives.</p> <p>M - Management: These courses are designed for those who supervise subordinate classifications, or those who have broad program management or upper-level administration responsibilities.</p> <p>S - Supervisory: These courses are designed for individuals who have been given the authority by management to direct the work of employees, and to hire, evaluate, reward, promote, transfer, layoff, recall, process grievances, and discipline employees.</p>
Course Notifications	<p>Course confirmation notices including the course title, instructor, date(s), starting and ending times, location, and any required prework will be forwarded to department Training Liaisons for distribution to attendees approximately two (2) weeks prior to the course date.</p> <p>PDS reserves the right to cancel a course when the minimum number of enrollees is not met or if an emergency arises that prevents the training session from being held. In the event of a course cancellation, PDS will contact Training Liaisons or course enrollees.</p>
Cancellation Policy	<p><u>Courses Costing \$99.00 or Less:</u> Participant cancellations must be received by PDS at least five (5) working days in advance of the course date. Cancellations received less than five (5) days in advance will be billed to the department. Enrollees may be excused for personal or job emergencies or illness when these are communicated BY THEIR SUPERVISORS or TRAINING LIAISON to PDS prior to, or during, the course for which they are enrolled. Departments can also send replacements to avoid being billed for a cancellation.</p> <p><u>Courses Costing \$100.00 or More:</u> ANY enrollment cancellation received after the course has been confirmed will be billed to your department. Courses are generally confirmed two weeks prior to the course date. Departments can also send a replacement to avoid being billed for a cancellation.</p>
Contact Information	<p>Performance & Development Solutions (PDS) Address: 1305 East Walnut, Des Moines, IA 50319-0150 Email: pds@iowa.gov Phone: (515) 281-5456 Fax: (515) 242-5070 Web: http://das.hre.iowa.gov/LearnAtPDS/</p>

Performance & Development Solutions (PDS) About Us

Today's government is asking employees to do more with less to keep up with and outpace citizens' needs and internal change. Organizational challenges and employee responsibilities may increase at a moment's notice and require different or greater skills. That's why training and organizational development is critical for individual advancement and organizational success. Continuous learning enables an organization to create its future.

State of Iowa, Performance & Development Solutions (PDS) provides employees and their organizations with the knowledge, skills and tools needed to improve performance and prosper in today's changing environment. Our state of the art workshops utilize best practices and are facilitated by skilled practitioners from around the country. We incorporate the latest information and ideas into our course curriculum for a world-class experience. Additionally, our organizational development services are designed to ensure that attention and resources are focused on your organization's highest priority initiatives.

This catalog is developed to provide information about the various programs and services available, but is not an all-inclusive list of services PDS is able to provide. More information about PDS programs and services can be found on the PDS website, or by contacting the PDS team listed below.

Judy Akre, Program Management and Organizational Development

Email: judy.akre@iowa.gov

Phone: (515) 281-6383

Mary Guillaume, Administration

Email: mary.guillaume@iowa.gov

Phone: (515) 281-5456

Brian Mayer, Training and Organizational Development

Email: brian.mayer@iowa.gov

Phone: (515) 281-6368

Dawn Stohs, Training and Business Development

Email: dawn.stohs@iowa.gov

Phone: (515) 725-2051

Website: <http://das.hre.iowa.gov/LearnAtPDS/>

Address: 1305 East Walnut, Des Moines, IA 50319-0150

Fax: (515) 242-5070

Email: pds@iowa.gov

Performance & Development Solutions (PDS) Programs & Services

LEARNING CATEGORIES

PDS offers a variety of classroom learning opportunities that target essential employee development needs. Staff members can choose from several course offerings linked to key learning competencies.

Course information, including course topics, cost and scheduled dates are listed in alphabetical order beginning on page 19.

BUSINESS SKILLS

- Accounting Fundamentals
- Business English
- Business Writing Workshop
- Creative Writing
- Financial Math Refresher
- Grammar Essentials & Proofreading
- Introduction to Business Skills
- Marketing Principles
- Minute Taking
- Plain Talk

COMMUNICATION AND LISTENING

- Achieving Communication Effectiveness
- Art of Win-Win Negotiating
- Communication Enhancement
- Dimensions of Behavior
- Human Relations Skills
- Insights Working Styles
- Listening: The Forgotten Skill
- Presentation Skills

COMPUTER TRAINING

- See page 11 for more information
- Computer Security: At Home and In the Office

CONFLICT MANAGEMENT AND NEGOTIATION

- Art of Win-Win Negotiating
- Conflict Resolution
- Human Relations

CUSTOMER SERVICE

- Customer Service
- Customer Service Telephone Skills
- Developing a Customer Focused Organization

DIVERSITY/CULTURAL COMPETENCE

- Beyond Diversity
- Building Inclusive Work Environments
- Managing Generational Differences at Work
- Valuing Diversity in the Workplace

GOVERNMENT AND LAW

- Citizen's Aide/Ombudsman
- Contested Cases
- Electronic Code Research
- Government Ethics and Lobbying Act
- Introduction to Administrative Law
- Judicial Rule Review
- Legislative Process in Iowa State Government
- Grant Management
- Grant Seeking
- Grant Writing
- Open Meetings/Public Records
- Overview of State Government Finances
- Rulemaking Process
- Rule Writing Style
- Statutory Construction and Legal Drafting

HUMAN RESOURCES

- Americans with Disabilities Act
- Discipline, Grievances and the Contracts
- Equal Employment Opportunity/Affirmative Action
- Family and Medical Leave Act
- From Interview to Hire: The Successful Search for Talent
- Investigating Employee Misconduct
- Performance Evaluation
- Performance Evaluation Planning Process (Supervisors)
- Performance Evaluation Planning Process (Train the Trainer)
- Preventing Sexual Harassment for Employees
- Preventing Sexual Harassment for Supervisors
- Violence Free Workplace

**Performance & Development Solutions (PDS)
Programs & Services**

LEARNING CATEGORIES

LEADERSHIP DEVELOPMENT

Business and Organizational Ethics
Coaching and Leading for Top Performance
Dimensions of Leadership

PROCESS AND ORGANIZATIONAL MANAGEMENT

Building a Culture of Accountability
Building a High-Performing Workplace
Business and Organizational Ethics
Creating Performance Accountability
Thriving on Change

SELF DEVELOPMENT

Art of Win-Win Negotiating
Computer Security: At Home and In the Office
Creative Thinking and Problem Solving
Effective Facilitator
Managing Effective Meetings
Managing Stress Effectively
Managing Your Time and Priorities
Professional Image
Time Mastery
Train the Trainers

SUPERVISION

Business and Organizational Ethics
Coaching and Leading for Top Performance
Fundamentals of Supervision
Performance Evaluation Planning Process
Preventing Sexual Harassment for Supervisors

TEAM DEVELOPMENT

Dimensions of Behavior
Insights Working Styles
Teamwork Skills

OTHER*

Defensive Driving
Ready, Set, Retire
Retirement Planning: Long Range

* The courses listed under *Other* are not administered by PDS – contact information may be found in the course description.

Performance & Development Solutions (PDS) Programs & Services

ORGANIZATIONAL DEVELOPMENT

Organizational Development (OD) is the practice of helping organizations solve problems and reach their goals. This is usually accomplished through consulting, coaching and facilitation services provided to an organization to develop and improve the individual, unit and organizational effectiveness over the long term and to give the organization skills to use in the future.

OD Services Include:

Organizational Analysis and Design: A process for improving the probability that an organization will be successful. The process of organizational design matches people, processes and systems to the purpose, vision, and strategy of the organization. Workforce Planning is an important component of *Organizational Analysis and Design*.

Change and Transition Management: Working with departments and other groups to help them plan and implement significant changes in their organizations.

Performance Management Systems: Working with departments to create performance standards and coach on tracking results, performance coaching and development planning.

Meeting Design and Facilitation: Working with departments to help them plan an agenda, stay on track, and discuss issues effectively. Includes strategic planning facilitation and group problem solving.

Team Development: Helping a team develop its ability to work more effectively together and perform at a higher level.

Business Process Redesign: Working with a group to analyze the current way of doing a specific piece of work and develop a better way to design how the work gets done.

Training: Working with a group to develop or renew knowledge, skills or values relative to a group goal.

Leadership Development: Developing leadership skills within the context of an organization's culture and aligned to the strategic needs of the organization or unit.

PDS works directly with you to address organizational development needs of departments, programs, or small work groups. Solutions are designed and delivered by qualified OD practitioners to improve organization processes, behaviors, or systems. To discuss organizational development options for your organization, please call (515) 281-6383 or (515) 281-6368.

Performance & Development Solutions (PDS) Programs & Services

CERTIFICATE PROGRAMS



Certificate programs allow government employees to participate in a collection of applicable training courses and demonstrate a commitment to employee development and skills enhancements. These courses are valuable to a participant's current position and help position them for future growth opportunities.

There is open enrollment for each of the five certificate programs. Participants have two to three years, depending on the program, to complete the required curriculum. Upon completion of the certificate program, participants receive a certificate signed

by the Governor and a press release for the local newspaper or department newsletter announcing the successful completion of the customized training curriculum.

APPLIED MANAGEMENT SERIES (AMS)

The Applied Management Series Certificate is recommended for all supervisors and managers. The program identifies essential management concepts and applications relating to various human resources policies and procedures, communication skills, and quality initiatives.

ADMINISTRATIVE ASSISTANT

The Administrative Assistant Certificate consists of essential concepts and applications in communication, finance, business, and computer skills. Completion of this program may substitute six (6) months job experience in select job classifications.

ACHIEVEMENT

The Achievement Certificate is a customized learning program for each participant. Participants complete four core courses and select six electives related to their area of interest. This program allows participants the flexibility to build a learning curriculum complementary to their individual development goals.

APPLIED BUSINESS SERIES

The Applied Business Series Certificate contains courses that focus on fundamental business concepts. These concepts concentrate on areas that help organizations become more high performing and customer service oriented. It also educates participants in the areas of marketing, quality initiatives and business strategy.

FOUNDATIONS OF GOVERNMENT

The Foundations of Government Certificate provides a broad based perspective on government structure, rules, and policymaking. Participants will explore the various topics that explain why and how government operates in certain ways and how policymaking shapes changes and advancements to benefit Iowa citizens within policymaking, ranging from the creation of a new rule to the adherence and management of various administrative laws.

Performance & Development Solutions (PDS) Programs & Services

CERTIFIED PUBLIC MANAGER (CPM) PROGRAM



In an effort to maintain Iowa's high level of commitment to its citizens, the State of Iowa, in partnership with Drake University, offers a nationally accredited Certified Public Manager (CPM) Program. The purpose of the program is to encourage and provide best-practice management techniques into public managers' everyday leadership and management strategies. The program is designed for supervisors, managers, executives, management staff and project managers from federal, state, county, and local governments.

If you are looking for a deeper level of professional development, this may be the program for you. Apply today!

ABOUT THE CPM PROGRAM

The CPM program consists of discussion, traditional classroom experiences, and online learning. It is an advanced learning experience that complies with strict academic criteria of the National CPM Consortium.

The Iowa CPM curriculum is specifically designed to enhance professionalism in four key areas:

- **Administration & Organization**
human resources, labor relations, and performance measurement
- **Technical & Quantitative**
finance, risk management, information technology, and law
- **Analytical & Conceptual**
analyze/evaluate, decision making, and critical thinking
- **Human Skills**
communication, conflict management, creating effective groups, and leadership

In addition to attending scheduled CPM classes, participants will complete one job-related team project. The team project allows participants the opportunity to apply theories, principles, and/or techniques learned in the CPM Program training sessions to a situation, problem, concern, or opportunity in a public organization. It is an outstanding opportunity to engage in workplace efficiency ideas, work-related problem solving, research and future planning.

BENEFITS OF PARTICIPATING

Graduates of the CPM program receive:

- CPM designation
- One year's experience in qualifying for some state job classifications
- Nine hours of graduate credit at Drake University, which can be applied towards a Master of Public Administration Degree

COST INFORMATION

The cost of this program is \$3,500 per candidate. This represents 300 contact hours of instruction at about \$11 per hour. The entire program takes place over 17 months, meeting two consecutive days each month.

VISIT THE CPM WEBSITE

The CPM website, <http://das.hre.iowa.gov/cpm/index.htm> contains a great deal of additional information about the program including:

- the responsibilities of the participant and their employer
- list of current and past participants
- current schedule
- the application for admission into the program

Applications are accepted year-round with new classes starting every six months.

Performance & Development Solutions (PDS) Programs & Services

ADDITIONAL SERVICES

Special Sessions/Customer Training

When an organization identifies a specific training need for a group of staff members or the entire department, PDS can work with the organization to coordinate customized training or dedicated sessions of existing training. This may involve working with current PDS team members or identifying other training professionals to develop or deliver the needed training. Let us can arrange sessions to best meet the work group's schedule and to deliver the training in a timely, effective manner.

Electronic Surveys

Does your agency have a need to survey employees? PDS offers development, support, and consultation on electronic surveys. Electronic surveys can be an invaluable data-capturing tool for an organization. Survey respondents visit a web address generated by PDS where they are able to complete the survey online, confidentially. Real-time results of the survey are calculated automatically for the organization. Examples of surveys PDS frequently develops for customers include:

- Organizational analysis
- Employee engagement
- Program review
- Customer satisfaction
- Benchmarking

Online Learning

PDS currently offers of variety of computer, literacy and business skills courses in an online environment. Participants can access their selected courses on the Internet 24 hours a day, 7 days a week from home or the office. Just visit the PDS website – http://www.das.hre.iowa.gov/LearnAtPDS/e_learning/index.html – for available classes and registration information.

Profiles and Learning Instruments

Understanding how behaviors and work styles impact personal and team productivity and satisfaction is a vital component for organizational success. PDS offers a variety of profiles and learning instruments that help individuals and teams explore various dimensions of their work style and the impact their behaviors have on others. Instruments include:

- Time mastery
- Leadership styles
- Team effectiveness
- Group culture
- Coping and stress
- Valuing diversity

Individual coaching and group workshops round out the learning experience.

Professional Coaching

A professional coach provides guidance, encouragement, direction, and focus to help an individual achieve their goals and enhance the quality of their personal and professional life. Coaching, which is not advice, therapy or counseling, may address specific personal projects, business successes, or general conditions in an individual's life or profession. PDS will work with you to match a personal coach with your individuals needs.

Performance & Development Solutions (PDS) Computer Skills

New Horizons Computer Learning Centers is the primary provider of technical and application computer training. New Horizons has provided instructor-led training for over two decades. New Horizons is the world leader in computer training providing more than 3 million student days of instruction throughout its global network each year. New Horizons offers this traditional classroom training in comfortable, well-equipped classrooms and by certified instructors.

In addition to traditional classroom benefits, such as a course manual and exercises, students have access to valuable Web-based resources. These web-based resources are available during class and for six months following the course:

- Interactive, multimedia training tutorials are available with most courses 24 hours a day, 7 days a week;
- Skills assessments designed to focus students' learning only on concepts and lessons needing improvement;
- Web-based eCourseware with expanded exercises and a guarantee that student course materials are always current; and
- Optional weekly e-mails delivering software tips and useful techniques.

New Horizons also offers an option for students to re-take any course any number of times up to six months following initial course completion.

Dates:

Class dates for New Horizons' training are released approximately every three months. The most current schedule may be found at the PDS website - <http://das.hre.iowa.gov/LearnAtPDS/> - see *Computer Training*.

Location:

The majority of computer training sessions listed on the PDS site take place at the New Horizons Learning Facility in Des Moines. PDS can also coordinate on-site computer training at your office location or partner with the New Horizons facilities in other locations around Iowa.

Courses:

The following pages list available training courses through New Horizons with their associated PDS course number, length in days, and cost per person. *Please Note: The number of days for each course is subject to change, which may alter the cost for the course.* The application courses are listed alphabetically, while the technical courses are listed within their technical category. If you do not find the course or courses you are interested in on this list, contact us and we will make every attempt to arrange it for you.

To enroll in a computer training session at New Horizons, contact PDS or your agency Training Liaison.

Performance & Development Solutions (PDS)
Computer Skills

APPLICATION TRAINING

Course	Course Number	Length (in days)	Cost
Access Level 1	PC 005	2	\$230.00
Access Level 2	PC 155	2	\$230.00
Access Level 3	PC 010	1	\$115.00
Access: Application Development	PD 225	1	\$160.00
Access: New Features	PC 341	0.5	\$75.00
Access: VBA Programming	PD 120	2	\$350.00
Acrobat Level 1	PD 060	1	\$160.00
Acrobat Level 1 & 2	PD 323	2	\$320.00
Acrobat Level 2	PD 161	1	\$160.00
Acrobat: New Features	PD 162	0.5	\$75.00
ACT! Level 1	PD 125	1	\$160.00
ACT! Level 2	PD 126	1	\$160.00
Active Service Pages Level 1	PC 385	2	\$320.00
Adobe Captivate	PC 381	1	\$175.00
Adobe Lifecycle Designer: Forms	PC 340	1	\$175.00
Computers Made Easy	PD 030	1	\$115.00
Corel Presentations Level 1	PC 380	1	\$115.00
CorelDraw	PC 386	1	\$175.00
Crystal Reports Level 1	PC 114	2	\$350.00
Crystal Reports Level 2	PC 115	2	\$350.00
Desktop Security	PC 240	0.50	\$75.00
Dreamweaver: Website Development	PC 375	3	\$525.00
Excel Level 1	PC 062	1	\$115.00
Excel Level 2	PC 063	1	\$115.00
Excel Level 3	PC 064	1	\$115.00
Excel: New Features	PC 376	0.5	\$75.00
Excel: Power Users	PC 440	1	\$160.00
Excel: VBA Programming	PC 379	2	\$350.00
Fireworks Level 1	PC 317	1	\$160.00
Flash Level 3	PC 377	2	\$320.00
Flash MX Level 1	PC 326	2	\$320.00
Flash MX Level 2	PC 237	2	\$320.00
FrontPage Level 1	PC 304	1	\$160.00
FrontPage Level 2	PC 305	1	\$160.00
GoLive Level 1	PD 327	1	\$160.00
GoLive Level 2	PC 306	1	\$160.00
HTML - Level 1	PC 301	1	\$160.00
HTML - Level 2	PC 302	1	\$160.00
HTML - Level 3	PC 303	1	\$160.00
Illustrator Level 1	PD 038	1	\$160.00
Illustrator Level 2	PD 021	1	\$160.00

Performance & Development Solutions (PDS)
Computer Skills

APPLICATION TRAINING

Course	Course Number	Length (in days)	Cost
InDesign Level 1	PD 065	2	\$350.00
InDesign Level 1 & 2	PD 324	3	\$525.00
InDesign Level 2	PD 066	1	\$175.00
InfoPath: Creating Forms - Level 1	PD 234	2	\$350.00
Internet Explorer: Introduction	PC 307	1	\$115.00
Introduction to Internet & Networks	PD 032	1	\$160.00
Lotus 1-2-3 Level 1	PC 051	1	\$115.00
Lotus 1-2-3 Level 2	PD 119	1	\$115.00
MS Web Expressions Level 1	PC 382	1	\$160.00
MS Web Expressions Level 2	PC 383	1	\$160.00
Outlook Level 1 & 2	PD 320	1	\$160.00
PhotoShop CS - Web Production	PD 009	1	\$175.00
PhotoShop Level 1	PC 425	2	\$350.00
PhotoShop Level 2	PD 014	2	\$350.00
PHP Level 1	PC 387	1	\$175.00
PowerPoint Level 1	PC 035	1	\$115.00
PowerPoint Level 2	PC 037	1	\$115.00
PowerPoint: New Features	PC 378	0.5	\$75.00
Project Level 1	PC 121	1	\$175.00
Project Level 1 & 2	PD 321	2	\$350.00
Project Level 2	PC 122	1	\$175.00
Project Management Fundamentals	PD 254	1	\$160.00
Publisher Level 1	PC 049	1	\$160.00
QuarkXpress - Level 1 & 2	PD 330	2	\$350.00
Sharepoint Designer Level 1	PD 380	1	\$175.00
Sharepoint Designer Level 2	PD 381	1	\$175.00
SQL Querying - Level 1/2	PD 322	2	\$350.00
VBA Foundations with Microsoft Office	PD 048	3	\$525.00
Visio Professional	PC 201	1	\$160.00
Visio - Level 1	PC 388	1	\$160.00
Web Development w/ Cascading	PC 384	2	\$320.00
Windows Level 1	PD 029	1	\$115.00
Windows Level 2	PD 704	1	\$115.00
Windows Sharepoint Services - Level 1	PD 232	2	\$350.00
Windows Sharepoint Services - Level 2	PD 233	2	\$350.00
Word - New Features	PD 310	0.5	\$75.00
Word Level 1	PC 072	1	\$115.00
Word Level 2	PC 084	1	\$115.00
Word Level 3	PC 073	1	\$115.00
XML - Level 1	PC 316	1	\$175.00

Performance & Development Solutions (PDS)
Computer Skills

TECHNICAL TRAINING

Course	Course Number	Length (in days)	Cost
Microsoft			
1846 MS Solutions Framework Essentials	PD 219	3	\$915.00
2209 Upgrading Sys Adm Skills from W2K to 2003 (Work Shop)	PC 511	2	\$610.00
2210 Updating Systems to MS Server 2003 (Workshop)	PC 512	3	\$915.00
2261 Supporting Users running MS Win XP OS	PC 502	3	\$915.00
2262 Supporting Users Run.Apps on XP OS	PC 503	2	\$610.00
2272 Implement and Support MS XP Professional	PC 213	5	\$1,525.00
2273 Manag. Main. MS Win Serv 2003	PD 027	5	\$1,525.00
2274 Manag. MS Win Serv 2003	PC 504	5	\$1,525.00
2275 Main Win Server 2003	PC 505	3	\$915.00
2276 Impl. MS 2003 Net Infr	PC 506	2	\$610.00
2277 Impl. Managing Maintain Net Services	PC 507	5	\$1,525.00
2278 Plan Main MS Net Services Server 2003	PC 508	5	\$1,525.00
2279 Plan Impl. Main Active Directory Server 2003	PC 509	5	\$1,525.00
2282 Designing 2003 Active Directory	PC 510	5	\$1,525.00
2285 Installing/Configuring XP Pro	PD 041	2	\$610.00
2287 Mang. Infrastructure using MS Operations Mgr 2005	PD 329	3	\$915.00
2596 Managing Microsoft Systems Management Server	PD 007	5	\$1,525.00
2297 Plan Implement Man. 2003 Update MCSE	PC 513	5	\$1,525.00
2299 Man. Maintain Ser 2003 Env. For MCSA	PD 061	2	\$610.00
2550 Implementing MOM	PD 001	3	\$915.00
2732 Planning Deploying and Managing Project Server	PD 005	5	\$1,525.00
2824 Implementing MS ISA 2004	PD 007	4	\$1,220.00
5105B Deploying Windows Vista Business Desktops	PD 250	3	\$1,320.00
5115 Installing and Configuring the Windows Vista Operating System	PD 251	3	\$1,320.00
5116 Configuring Windows Vista Applications and Tools	PD 260	2	\$880.00
5118 Maintaining and Troubleshooting Windows Vista Computers	PD 261	3	\$1,320.00
5119 Supporting Windows Vista Computers with Desktop Images and Application Packages	PD 262	2	\$880.00
Microsoft Server 2008			
6415 Updating Network Infrastructure Tech. to Server 2008	PD 321	3	\$1,320.00
6416 Updating Active Directory to Windows Server 2008	PD 322	3	\$1,320.00
Microsoft.Net			
2124 Program with C Sharp	PD 035	5	\$1,525.00
2310B Dev MS ASP.NET Web Apps Using Visual Studio.NET	PC 211	5	\$1,525.00
2349B Prog the MS .Net Framework with C#	PD 010	5	\$1,525.00
2373B Programming with MS VB.Net	PC 214	5	\$1,525.00
2389B Programming with MS ADO.NET	PC 215	3	\$915.00
2415B Program the .NET Framework with VB.NET	PC 218	5	\$1,525.00
2524C Develop XML Web Services Using MS ASP.NET	PD 013	3	\$915.00
2555 Develop .NET Windows Apps with MS Visual C# .NET	PD 263	5	\$1,525.00
2557 Building COM+ Apps Using MS .NET Enterprise Services	PD 264	5	\$1,525.00
2558 Program with Managed Extensions for MS Visual C++	PC 220	3	\$915.00

Performance & Development Solutions (PDS)
Computer Skills

TECHNICAL TRAINING

Course	Course Number	Length (in days)	Cost
2565 Develop .NET Windows Apps with MS VB.NET	PC 221	5	\$1,525.00
2609 Intro to C# Programming with Microsoft.NET	PD 015	5	\$1,525.00
2640 Upgrading Web Development Skills from ASP to ASP .NET	PD 023	3	\$915.00
2663 Programming with XML in MS.NET	PD 209	3	\$915.00
2710 Analyze Requirements & Define MS.Net Solution Arch	PD 026	5	\$1,525.00
2717 Intro to Microsoft .NET Development	PC 222	2	\$610.00
Visual Studio			
2541 Core Data Access with MS Visual Studio 2005	PD 307	3	\$1,320.00
2542 Advanced Data Access with MS Visual Studio 2005	PD 201	2	\$880.00
2543 core Web Application Technologies with MS Visual Studio 2005	PD 202	3	\$1,320.00
2544 Advanced Web Application Technologies with MS Visual Studio 2005	PD 204	2	\$880.00
2546 Core Windows Forms Technologies with MS Visual Studio 2005	PD 205	3	\$1,320.00
2547 Advanced Windows Forms Technologies with MS Visual Studio 2005	PD 206	2	\$880.00
2548 Core Distributed Application Development with MS Visual Studio 2005	PD 207	3	\$1,320.00
2549 Adv. Distributed Application Development with MS Visual Studio 2005	PD 208	2	\$880.00
2562 Getting Started with MS Visual Studio 2005 for Visual Basic 6.0 Developers	PD 265	2	\$880.00
4994 Introduction to Programming MS .NET Applications with MS Visual Studio 2005	PD 266	5	\$2,200.00
4995 Programming with the MS .NET Framework using MS Visual Studio 2005	PD 267	5	\$2,200.00
Microsoft Exchange Server			
2011 Troubleshooting Exchange 2003 Serv	PD 055	3	\$915.00
2400 Impl. And Mang. MS Exchange 2003	PC 514	5	\$1,525.00
3938 Upgrading Messaging Admin Skills to MS Exchange Server 2007	PD 268	4	\$1,760.00
5047 Introduction to Installing and Managing Microsoft Exchange Server 2007	PD 269	3	\$1,320.00
5049 Managing Messaging Security using Microsoft Exchange Server 2007	PD 270	1	\$440.00
5050 Recovering Messaging Servers and Databases Using Microsoft Exchange Server 2007	PD 271	1	\$440.00
5051 Monitoring and Troubleshooting Microsoft Exchange Server 2007	PD 272	2	\$880.00
5053 Designing a Messaging Infrastructure Using Microsoft Exchange Server 2007	PD 273	3	\$1,320.00
5054 Designing a High Availability Messaging Solution Using Microsoft Exchange Server 2007	PD 274	2	\$880.00

Performance & Development Solutions (PDS)
Computer Skills

TECHNICAL TRAINING

Course	Course Number	Length (in days)	Cost
2252 Administering MS Windows Sharepoint 2003	PD 314	2	\$610.00
2553 Administering MS Windows Sharepoint Portal Server 2003	PC 252	3	\$915.00
3369 First Look at SharePoint 3.0	PD 308	1	\$440.00
5060 Implementing Windows SharePoint Services 3.0	PD 275	2	\$880.00
5061 Implementing MS Office SharePoint Server 2007	PD 276	3	\$1,320.00
8036 Designing Collaborative Applications with MS SharePoint Server 2003	PD 112	2	\$610.00
Microsoft SQL Server			
2071 Querying MS SQL Server with Transact-SQL	PC 169	2	\$610.00
2072 System Admin for SQL 2000	PC 167	5	\$1,525.00
2073 Program a MS SQL Server 2000 Database	PC 168	5	\$1,525.00
2778 Writing Queries MS SQL Server 2005 Transact-SQL	PD 211	3	\$1,320.00
2779 Implementing a MS SQL Server 2005 Database	PD 242	5	\$2,200.00
2780B Maintaining a MS SQL Server 2005 Database	PD 277	5	\$2,200.00
2781 Designing MS SQL Server 2005 – Server Side Solutions	PD 212	3	\$1,320.00
2782 Designing MS SQL Server 2005 Databases	PD 213	2	\$880.00
2783 Designing the Data Tier for MS SQL Server 2005	PD 214	1	\$440.00
2784 Timing & Optimizing Queries Using MS SQL Server 2005	PD 333	3	\$1,320.00
2786 Designing MS SQL Server 2005 Infrastructure and Services	PD 216	2	\$880.00
2787 Designing Security for MS SQL Server 2005	PD 217	2	\$880.00
2789 Admin and Automating MS SQL Server 2005 Databases and Servers	PD 218	1	\$440.00
2791 Implement & Maintain SQL Server 2005 Analysis Services	PD 334	3	\$1,525.00
2792 Implement & Maintain SQL Server 2005 Integration	PD 335	3	\$1,525.00
2793 Implement & Maintain SQL 2005 Reporting Services	PD 313	3	\$1,320.00
2794 Designing a Business Intelligence Solution Arch for the Enterprise using MS SQL Server 2005	PD 278	2	\$880.00
2795 Designing an ETL Solutions Arch using MS SQL Server 2005 Integration Services	PD 279	2	\$880.00
2796 Designing an Analysis Solution Architecture using MS SQL Server 2005 Analysis Services	PD 282	3	\$1,320.00
2797 Designing a Reporting Solution Architecture using MS SQL Server 2005 Reporting Services	PD 285	2	\$880.00
Hardware			
A+ Certification	PD 018	5	\$1,525.00
A+ Depot Technician	PD 194	2	\$610.00
A+ Essentials	PD 193	5	\$1,525.00
A+ IT Technician	PD 195	3	\$915.00
A+ Remote Support Technician	PD 196	3	\$915.00
Network + Certification	PD 020	5	\$1,525.00
CDIA+ Certification	PD 220	2	\$880.00
Information Security			
2576 Implement & Admin MS Internet Information Services	PD 336	3	\$915.00
2694 Impl. And Support MS IIS 6	PD 002	2	\$610.00

Performance & Development Solutions (PDS)
Computer Skills

TECHNICAL TRAINING

Course	Course Number	Length (in days)	Cost
2810 Fund of Net security	PD 004	4	\$1,220.00
2830 Design Sec. MS Networks	PD 008	3	\$915.00
Certified Ethical Hacker	PD 078	5	\$2,200.00
CISSP Certification	PD 079	5	\$2,200.00
Computer Hacking Forensics	PD 180	5	\$2,200.00
Security+ Certification	PD 011	5	\$1,525.00
Security 5	PD 286	2	\$610.00
Internet			
E-Commerce Professional Series	PD 087	5	\$1,525.00
Foundations Series/I Net+	PD 088	5	\$1,525.00
Site Designer Series	PD 091	5	\$1,525.00
ITIL			
ITIL Essentials	PD 215	2	\$880.00
Linux/Unix			
Linux +	PD 040	5	\$1,525.00
Linux Fundamentals	PD 103	5	\$2,200.00
Linux System Administration	PD 105	5	\$2,200.00
Linux Troubleshooting	PD 203	5	\$2,200.00
Linux Fast Track	PD 287	5	\$2,200.00
Project Management			
Project+	PD 123	3	\$915.00
Visual Basic			
2667 Introduction to Programming	PD 046	3	\$915.00
VBA Foundations with Microsoft Office	PD 048	3	\$915.00
Wireless			
CWNA Certified Wireless Network Administrator	PD 099	5	\$2,375.00
CWSP Certified Wireless Security Professional	PD 221	5	\$2,375.00
Cisco			
Building Cisco Multilayer Switched Networks (BCMSN)	PD 068	5	\$2,375.00
Building Cisco Remote Access Networks (BCRAN)	PD 062	5	\$2,375.00
Building Scalable Cisco Internetworks (BSCI)	PD 069	5	\$2,375.00
Cisco IP Telephony (CIPT)	PD 070	5	\$2,375.00
Cisco Safe Implementation (CSI)	PD 801	5	\$2,375.00
Cisco Secure VPN (CSVPN)	PD 804	5	\$2,375.00
Cisco Voice Over IP (CVOICE)	PC 071	5	\$2,375.00
Cisco Aironet Wireless	PD 064	5	\$2,375.00
Implementing Cisco Intrusion Systems	PD 292	5	\$2,375.00
Implementing Secure Converged Wide Area Networks (ISCW)	PD 293	5	\$2,375.00
Interconnecting Cisco Network Devices (ICND) - Part 1	PD 074	5	\$2,375.00
Interconnecting Cisco Network Devices (ICND) - Part 2	PD 337	5	\$2,375.00
Introduction to Cisco Networking Technologies	PD 295	5	\$2,375.00
Optimizing Converged Cisco Network (ONT)	PD 290	5	\$2,375.00
Quality of Service	PD 291	5	\$2,375.00

Performance & Development Solutions (PDS)
Computer Skills

TECHNICAL TRAINING

Course	Course Number	Length (in days)	Cost
Securing Networks with PIX & ASA	PD 289	5	\$2,375.00
Secure PIX Firewall Advanced	PD 338	5	\$2,375.00
Business Skills Information Worker			
4001 Team Collaboration Using MS SharePoint Services	PD 296	0.5	\$75.00
4002 Forecasting and Trend Analysis Using MS Office Excel	PD 235	0.5	\$75.00
4003 Summarizing MS Office Excel Data to Make Better Business Decisions	PD 236	0.5	\$75.00
4004 Managing Critical Business Information Using MS Office Access	PD 237	0.5	\$75.00
4005 Beyond the Spreadsheet: Managing Financial Information Using MS Office Access	PD 238	0.5	\$75.00
4006 Time and Task Management Using MS Office Outlook	PD 239	0.5	\$75.00
4007 Creating Effective Presentations Using MS Office PowerPoint	PD 298	0.5	\$75.00
4008 Building Better MS Word Documents in Less Time	PD 299	0.5	\$75.00
4009 Setting up Projects for Success Using MS Project	PD 300	0.5	\$75.00
4010 E-Commerce Profitability: Online Merchandising Using MS FrontPage	PD 301	0.5	\$75.00
Citrix			
CTX-1258AI Citrix Presentation Server 4.0: Support	PD 339	3	\$1,320.00
CTX-1259AI Citrix Presentation Server 4.5: Administration	PD 340	5	\$2,200.00
CTX-1308AI Citrix Access Gateway 4.5: Administration	PD 341	2	\$880.00
CTX-1327AI Citrix Password Manager 4.5: Administration	PD 342	2	\$880.00
PMP Project Management Professional			
Intro to Project Management	PD 252	3	\$1,320.00
Scope & Requirements Management	PD 253	2	\$880.00
Project Schedule & Cost Control	PD 302	3	\$1,320.00
Project Risk Management	PD 303	1	\$440.00
Project Quality Management	PD 304	1	\$440.00
PMP Exam Prep	PD 305	3	\$1,320.00

Performance & Development Solutions (PDS) Computer Skills

PDS also offers application training conveniently located on the Capitol Complex in the Learning Center in the Hoover State Office Building, Level B. Check out our website for available dates!

ITE Access Level 1

Course Number: PC 801
Length: 1 ½ days

ITE Access Level 2

Course Number: PC 811
Length: 1 ½ days

ITE Excel Level 1

Course Number: PC 701
Length: 1 day

ITE Excel Level 2

Course Number: PC 711
Length: 1 day

Courses

Accounting Fundamentals

Course Number:	GI 176	Dates:	Oct. 10, 17 & 24, 2008	1:30 pm – 4:30 pm
Length:	Three 3-hour sessions		Feb. 13, 20 & 27, 2008	1:30 pm – 4:30 pm
Cost:	\$140.00			
Eligibility:	All			



Many job responsibilities require basic use and understanding of accounting skills. But, if accounting is not something utilized on a daily basis, the skills are easily forgotten. Accounting Fundamentals will provide a great introduction or refresher to key concepts that may be applied in the workplace and home. Participants will meet three times for three hours over a three week period to discuss:

- basic accounting concepts and procedures
- understanding the accounting cycle
- analyzing journal transactions

Achieving Communication Effectiveness (ACE)

Course Number:	GI 077	Dates:	Sept. 16, 2008	June 16, 2009
Length:	1 Day		Nov. 4, 2008	
Cost:	\$110.00		Dec. 5, 2008	
Eligibility:	All		Mar. 12, 2009	



This course explores the development of effective communication and productive interpersonal skills. Participants will develop a behavioral "self-portrait" to help them understand their own behavior style. Understanding individual behavior styles helps participants learn how they can adapt their communication to others and ultimately make communication more effective. Other topics include:

- listening – the cornerstone of communications
- nonverbal skills – their impact on effective communication
- feedback skills

Agency Performance Planning

Course Number:	AC 002	Dates:	Upon request
Length:	Varies		as a special session.
Cost:	Varies		
Eligibility:	All		

Performance planning defines agency operations, including performance measures and targets that monitor how well the agency is achieving its mission. In addition, a performance plan links performance to resources utilized to achieve results. The plan also helps to pinpoint improvement opportunities and implement strategies to achieve results.

This course is designed to assist agency staff with the development of an actual performance plan. This is not an informational session on performance planning. Therefore, enrollment by the agency team involved with actual plan development is encouraged. Staff attending are asked to bring a current copy of their agency performance plan.

Americans with Disabilities Act (ADA)

Course Number:	NC 123	Dates:	July 17, 2008
Length:	½ Day		Nov. 20, 2008
Cost:	\$50.00		May 21, 2009
Eligibility:	EMS		



This course is designed to show supervisors and managers their legal responsibilities under the Americans with Disabilities Act (ADA) and to give useful answers to often-asked questions. Topics include:

- the ADA
- court decisions
- EEOC guidelines
- reasonable accommodations

Courses

Art of Win-Win Negotiating

Course Number:	GI 218	Dates:	Sept. 9, 1008
Length:	1 Day		April 16, 2009
Cost:	\$150.00		
Eligibility:	All		

Participants of this workshop will learn the foundational skills of negotiation. They will learn the meaning of negotiating and how it is appropriately utilized. They will also learn how to develop and apply effective negotiating strategies to attain desired results for all parties involved. Topics include:

- the definition and purpose of negotiation
- when the utilization of negotiation is appropriate (including conflict resolution)
- the different types of negotiating techniques and styles
- how power and positioning influence effective negotiation
- strategies for applying negotiating techniques and skills
- strategies to adjust your negotiating style to be more effective

Beyond Diversity – *NEW!*

Course Number:	GI 205	Dates:	Aug. 1, 2008
Length:	1 Day		Feb. 25, 2009
Cost:	\$150.00		
Eligibility:	All		

What does diversity mean to you? Are you ready for the challenges diversity presents and does your organization possess the tools needed to successfully navigate this territory?

The cornerstone of managing a diverse workplace is to move from a model of tolerating differences to embracing the differences and recognizing their value to the team. This workshop will:

- Increase awareness of diversity
- Access the environment for prejudicial behaviors & practices
- Encourage multi-modal communication
- Identify ways to celebrate diversity
- Define discrimination and discuss EEOC guidelines
- Learn the effects of diversity and harassment on employees and customers
- Explore the benefits and address the challenges of diversity

Building a Culture of Accountability – *NEW!*

Course Number:	GI 220	Dates:	Sept 30, 2008
Length:	1 Day		Mar 26, 2009
Cost:	\$150.00		
Eligibility:	All		

The “prism” of accountability incorporates employee, management, and an organization’s responsibilities. It is a delicate ecosystem. If one of the accountability “partners” fail, the entire system struggles.

- Management Accountability: Taking action consistent with our desired results.
- Organizational Accountability: A working environment where people can count on each other to keep commitments and agreements.

Courses

Building A High-Performing Workplace

Course Number:	GI 302	Dates:	Sept. 5, 2008
Length:	1 Day		Jan. 22, 2009
Cost:	\$150.00		June 2, 2009
Eligibility:	All		

Certificate
Program

This course focuses on envisioning the future, analyzing your organization culture, and discussing organizational values that facilitate success in aligning your team to reach organizational and strategic goals. Topics include:

- understanding various organizational cultures
- understanding change and innovation
- fostering "win-win" teams
- moving to a long-term focus (strategic planning)
- understanding "systems thinking" and organizational learning
- developing customer-oriented policies and procedures
- reducing or driving out fear
- understanding the empowerment process

Business and Organizational Ethics

Course Number:	SC 240	Dates:	July 31, 2008
Length:	1 Day		Oct. 15, 2008
Cost:	\$150.00		Jan. 28, 2009
Eligibility:	All		April 22, 2009

Certificate
Program

Trust is one of the most important assets of a healthy organization. The foundation of trust lies in ethical behavior – values lived out by the organization's leaders. A set of ethical values, clearly set forth and actively promoted, gives the best guidance for dealing with today's complex ethical dilemmas.

Attending *Business and Organizational Ethics* will provide the opportunity to take a deeper look at ethics in the workplace. Participants will work through examples to understand and solidify decision making paths, analyze values demonstrated in the workplace, and reflect on what values and principles are important to them. Course highlights include:

- personal ethics questionnaire
- ethics litmus test
- ethics guidelines
- managerial mischief and moral mazes

Business English

Course Number:	GI 001	Dates:	Oct. 28, 2008
Length:	1 Day		Apr. 1, 2009
Cost:	\$110.00		
Eligibility:	All		

Certificate
Program

In order to convey complete and accurate information, individuals must pay careful attention to the words and grammar used in written communication. This course focuses on improving general writing and editing skills used in the office. Topics include:

- correct word usage
- punctuation and capitalization
- spelling
- proofreading techniques
- guidelines for style

Courses

Business Writing Workshop

Course Number:	GI 134	Dates:	Nov. 6, 2008
Length:	1 Day		May 13, 2009
Cost:	\$110.00		
Eligibility:	All		



Writing is a critical skill in today's business world. Participants in this workshop will learn skills and techniques to improve all aspects of business writing, including memos, e-mail, letters, reports, and file documentation. Topics include:

- the 5-step writing process for better communication
- proofreading techniques to avoid common errors
- simple methods for clear, concise, and correct messages
- writing good news, bad news, and persuasive messages
- tips for e-mail correspondence

Citizen's Aide/Ombudsman

Course Number:	RM 010	Dates:	Oct. 21, 2008
Length:	2 Hours		Apr. 15, 2009
Cost:	\$40.00		
Eligibility:	All		



The Office of Citizens' Aide/Ombudsman serves as an independent and impartial agency to which citizens can air their grievances about government. With certain exceptions, the Ombudsman has authority to investigate complaints about Iowa state and local government. The Ombudsman attempts to resolve most problems informally. Following an investigation, the Ombudsman may make findings and recommendations and publish a report. This course is a great opportunity to discuss:

- what the Ombudsman can and cannot do
- how the office works its cases from the most informal contact to the most formal investigation
- what to expect if you are ever complained about to the Ombudsman

If recently passed whistleblower protection legislation is signed into law, the course will also inform participants about their rights and responsibilities as a government employee if they were to become a whistleblower.

Coaching and Leading for Top Performance

Course Number:	SC 213	Dates:	Dec. 3, 2008
Length:	1 Day		May 7, 2009
Cost:	\$150.00		
Eligibility:	EMS		

This course focuses on the topic of leadership, with special emphasis on the coaching aspect of the leadership role. Great coaches spark peak performance from others by setting stretch goals, clarifying expectations, providing the right tools and resources, giving effective feedback, counseling employee problems, and linking rewards and recognition to top performance. Great coaches are also willing to confront performance problems.

Participants will learn about all of these issues, ultimately improving employee performance and eliciting a change in employee behavior.

Communication Enhancement

Course Number:	GI 198	Dates:	July 30, 2008
Length:	1 Day		Oct. 14, 2008
Cost:	\$150.00		Jan. 29, 2009
Eligibility:	All		Apr. 23, 2009



This active workshop is designed to allow management and staff to evaluate current communication techniques. Participants will take the Keirsey Temperament Sorter II to help members understand "strategic flexing". This enables those that work very differently to learn to work well as team mates and to function by highlighting individual strengths. Participants will learn the best tactics to communicate with peers as well as those they lead.

The information and tools presented in the workshop will increase the ability of communicators to get to the root of issues that need to be addressed. Participants will learn to give and receive feedback, discuss active listening, understand how to build persuasiveness into communication, and ultimately, improve their skills to eliminate future miscommunication.

Courses

Computer Security: At Home and in the Office

Course Number:	PC 519	Dates:	Aug. 20, 2008
Length:	2 Hours		Apr. 7, 2009
Cost:	\$40.00		
Eligibility:	All		

If you use a computer, you need to know how to recognize and respond to computer attacks in your home or office. By attending this session, you will learn your role in protecting your computer system and how to protect confidential information, review guidelines for email and passwords, and identify common attacks, threats, and defenses.

Conflict Resolution

Course Number:	GI 165	Dates:	Aug. 5, 2008	Apr. 8, 2009
Length:	1 Day		Oct. 14, 2008	June 4, 2009
Cost:	\$150.00		Dec. 9, 2008	
Eligibility:	All		Feb. 4, 2009	



Conflict in an organization is inevitable. If not addressed and managed, conflict can cause significant damage to individuals, teams, and an organization. In this course, participants will learn ways to ease tension, reduce defensiveness, and reach win-win solutions for all parties. Topics include:

- types of conflict
- why it's important to manage conflict
- sources of conflict
- different ways that individuals address and respond to conflict
- a methodology for managing conflict
- what to do when managing conflict and what to avoid

Contested Cases

Course Number:	RM 008	Dates:	Oct. 23, 2008
Length:	2 Hours		June 11, 2009
Cost:	\$40.00		
Eligibility:	All		



How does the State fine a nursing home? How does a doctor lose his license if he has a drug problem? Why is the Department of Transportation taking my driver's license?

These are all examples of a state agency taking action against a person or company. Whenever an agency takes an action, that action can be appealed. The result of an appeal is a contested case or administrative hearing before an administrative law judge. In this class, participants will learn about how agencies take action, what can be appealed, how the appeal is heard, and what happens after the appeal is decided.

Creating Performance Accountability - *NEW!*

Course Number:	GI 220	Dates:	Sept. 30, 2008
Length:	1 Day		Mar. 26, 2009
Cost:	\$150.00		
Eligibility:	All		

Creating Performance Accountability will empower participants toward greater accountability by facilitating learning in these key areas:

- Identifying an individuals and organizational accountability perspective.
- Creating collaborative accountability agreements with individuals and organizations.
- Exploring and practicing communication and coaching strategies.
- Identifying the three phases of accountability: before, during & after.
- Establishing and practicing clear, concrete, measurable performance standards.
- Measuring success as an interactive process

Courses

Creative Thinking and Problem Solving

Course Number:	GI 160	Dates:	Sept. 25, 2008
Length:	1 Day		Mar. 12, 2009
Cost:	\$150.00		
Eligibility:	All		



This course is designed to help participants be more creative in their organization and learn how to accelerate and direct creativity toward desired results. Participants will be introduced to concepts, exercises, and techniques for generating innovative approaches to deal with problems. Topics include:

- defining creativity
- left- and right-brain thinking
- creativity blocks and blockbusters
- techniques for creative problem solving

Creative Writing - *NEW!*

Course Number:	GI 221	Dates:	Aug. 28, 2008
Length:	1 Day		Feb. 17, 2009
Cost:	\$150.00		
Eligibility:	All		

This workshop will help participants overcome three basic writing challenges: coming up with ideas, putting ideas into words, and putting the words on the page in the most persuasive and efficient ways possible, and polishing the results to perfections. Participants will develop their knowledge, skills and "tool kits" to enhance their ability to engage readers by carefully and creatively telling them what they want and need to know.

Customer Service

Course Number:	QM 002	Dates:	Oct. 8, 2008
Length:	1 Day		Jan. 27, 2009
Cost:	\$110.00		May 12, 2009
Eligibility:	All		



This interactive course is designed for all employees, front-line staff, or management, whether working with internal or external customers. In addition to exploring the increasingly important role of customer relations in government organizations, participants will:

- analyze customer expectations
- practice specific ways of handling complaints and problems effectively and efficiently
- learn the keys to an effective customer service policy
- learn how to make customers feel valued, important, and confident about using your services
- understand the role of customer service in your agency's success
- explore methods of supporting staff for enhanced customer service

Customer Service Telephone Skills

Course Number:	QM 030	Dates:	Oct. 29, 2008
Length:	1 Day		Apr. 2, 2009
Cost:	\$110.00		
Eligibility:	All		

Today many customers know us only by the impression we make on the phone. Our telephone skills give that first impression and more. This interactive workshop includes:

- taking calls, discerning necessary information, and gaining information from callers
- dealing with difficult, irate, or abusive callers
- exploring ways to not make excuses
- responding if you don't have the answer
- identifying inflammatory triggers and ways to say what you mean without angering the caller

Courses

Defensive Driving

Length:	Varies	Dates:	See contact information below
Cost:	Varies		
Eligibility:	All		

This course is for both professional drivers and private motorists. It is recognized nationally as one of the best driver education programs for experienced drivers. It is designed to sharpen driving skills, help prevent collisions, and lessen the severity of collisions.

The course is offered through the Department of Public Safety, Iowa State Patrol. To enroll, contact the Iowa State Patrol at (515) 725-6090. This course may also be available in your area, either individually or for a group. The fee for this course covers the cost of materials. To check availability, please contact the Safety Education Officer in the area where you live. To view a listing of Safety Education Officers, please visit <http://www.dps.state.ia.us/ISP/specialty/seos.shtml>.

Developing a Customer Focused Organization

Course Number:	SC 254	Dates:	Sept. 16, 2008
Length:	1 Day		May 13, 2009
Cost:	\$150.00		
Eligibility:	EMS		



Across the nation public employees are striving to provide excellence in customer service. Attend this seminar to discover how to cultivate a customer-driven culture in your organization. Learn to use "The Cycle of Service" in your work team to isolate "service fail points" that may be inhibiting efficient, effective service delivery. Create a "Service Blueprint" to refine service delivery processes and optimize customer-friendly approaches. Learn to author service standards that regulate the quality of service delivery and how to coach individual employees, or your entire work team, in meeting and exceeding service expectations.

Dimensions of Behavior

Course Number:	GI 312	Dates:	July 15, 2008	May 20, 2009
Length:	½ Day		Sept. 18, 2008	
Cost:	\$105.00		Nov. 13, 2008	
Eligibility:	All		Mar. 25, 2009	

This workshop will help participants explore their behavior across the four DiSC dimensions and how they use those dimensions in situations. Each participant will complete a personal DiSC profile, which will help them understand their own behavior and how and when to adapt their behavior.

Analyzing the dimensions of behavior can improve communication, promote appreciation of differences, enhance individual and team performance, and reduce conflict.

Dimensions of Leadership

Course Number:	GI 230	Dates:	Sept. 4, 2008
Length:	1 Day		Jan. 20, 2009
Cost:	\$175.00		May 27, 2009
Eligibility:	EMS		



This workshop is comprised of two elements; completion and debriefing of a personal Dimensions of Leadership profile and lessons on leadership skills.

Participants will:

- review leadership profiles
- define leadership vs. management
- identify and define attributes of a leader today
- examine leadership styles and appropriateness and effectiveness of each style
- examine how coaching and mentoring can be used to create effective leaders
- identify a personal leadership strategy

Ultimately, participants will learn to lead teams more effectively by adopting leadership skills to fit individual situations.

Courses

Discipline, Grievances, and the Contracts

Course Number:	NC 901	Dates:	July 15, 2008	May 28, 2008
Length:	1 Day		Sept. 3, 2008	
Cost:	\$80.00		Oct. 7, 2008	
Eligibility:	EMS		Mar. 31, 2009	

**Certificate
Program**

Understanding the discipline and grievance process is crucial to any supervisor or manager in state government. This course focuses on the methods of effective and timely discipline; the role of the supervisor and manager in the grievance process; and how to interpret the state labor contracts. Other topics include:

- preventive discipline
- just cause
- contract provisions

Effective Facilitator

Course Number:	GI 202	Dates:	Oct. 28, 2008	
Length:	1 Day		Apr. 21, 2009	
Cost:	\$150.00			
Eligibility:	All			

The role of the facilitator goes beyond presentation of information. Facilitators must also know how to help participants define and gain consensus for group objectives, encourage creativity, and deliver results while building relationships in meetings, group work, or project teams. Topics will include:

- definition and characteristics of good facilitation
- facilitation techniques, styles, and approaches
- analysis of different communication and participation styles
- an opportunity to practice and apply facilitation topics
- general facilitation guidelines, tips, and hints

Electronic Code Research

Course Number:	RM 005	Dates:	Oct. 16, 2008	
Length:	2 Hours		June 24, 2009	
Cost:	\$40.00			
Eligibility:	All			

**Certificate
Program**

The General Assembly publishes legal provisions produced by all three branches of government, including:

- the Iowa Acts and the Iowa Code and Code Supplement
- the Iowa Administrative Bulletin and the Iowa Administrative Code
- the Iowa Court Rules

This class is designed to teach the casual researcher how to access these publications in an electronic format. The researcher will be immediately able to use robust programming features to search and retrieve, copy, and print provisions of these legal publications.

Equal Employment Opportunity/Affirmative Action (EEO/AA)

Course Number:	NC 202	Dates:	July 31, 2008	
Length:	½ Day		Dec. 11, 2008	
Cost:	\$50.00		Apr. 7, 2009	
Eligibility:	EMS			

**Certificate
Program**

Equal Employment Opportunity and Affirmative Action (EEO/AA) are important parts of the State's long-range workforce planning as well as its commitment to attracting and retaining a diverse workforce. Therefore, understanding EEO/AA is critical for all supervisors and managers. Participants will learn the legal principles of EEO/AA and its use as a tool to effectively manage an increasingly diverse workplace. Topics include:

- differences between EEO and AA
- state and federal EEO/AA laws
- correct use of AA in all employment processes

Courses

Family and Medical Leave Act (FMLA)

Course Number:	NC 122	Dates:	July 17, 2008
Length:	½ Day		Nov. 20, 2008
Cost:	\$50.00		May 21, 2009
Eligibility:	EMS		



This three-hour course will provide you with the information you need to answer your questions regarding the Family and Medical Leave Act. Understanding this law's impact on the workplace is essential for all supervisors and managers. Topics include:

- the law
- eligibility
- entitlement
- practical applications
- benefits

Financial Math Refresher

Course Number:	GI 175	Dates:	Sept. 16 & 26, 2008	1:30 pm – 4:30 pm
Length:	Two 3-hour sessions		Jan. 16 & 23, 2009	1:30 pm – 4:30 pm
Cost:	\$125.00			
Eligibility:	All			



This course reviews basic mathematical principles that need to be applied in the workplace. Participants meet for two 3-hour sessions (6 total classroom hours) to review standard and decimal notation, calculations and more, including:

- calculate using whole numbers, fractions, and decimals without calculators
- dissect components to solve word problems
- convert between fractional, decimal, and percent notations
- identify the steps involved in and develop a budget projection
- translate percent problems into a standard model with specific application
- use estimation techniques to check reasonableness of results
- calculate simple and compound interest

From Interview to Hire: The Successful Search for Talent

Course Number:	NC 301	Dates:	July 8, 2008
Length:	1 Day		Sept. 30, 2008
Cost:	\$80.00		Jan. 8, 2009
Eligibility:	EMS		Apr. 28, 2009



In this course, participants learn to develop a structured process to use in screening, interviewing, and hiring in accordance with State of Iowa procedures. Topics include:

- analyzing the knowledge, skills, and abilities (KSAs) necessary for the position
- analyzing a position's essential functions
- developing skills for conducting a successful interview
- designing interview questions that are legal
- getting the answers you need
- making the final hiring decision

Fundamentals of Supervision

Course Number:	NC 151	Dates:	Nov. 5, 2008
Length:	1 Day		Feb. 17, 2009
Cost:	\$80.00		June 17, 2009
Eligibility:	EMS		



This course will provide *new* and *experienced* supervisors with the essential skills to be a good supervisor. Supervisors will learn to establish credibility, create an effective work style, manage their time and schedule their workload. They will discover the basics of coaching, communication, motivation, delegation and performance management, which will help create a higher performing team and decrease some of the stress associated with supervision.

Courses

Government Ethics & Lobbying Act

Course Number:	RM 009	Dates:	Aug. 26, 2008
Length:	1 ½ Hours		Dec. 2, 2008
Cost:	\$40.00		
Eligibility:	All		

Certificate Program

The purpose of this session is to provide guidance on the application of the relevant ethics and lobbying laws in Iowa Code chapter 68B to situations faced by agency rule makers. Participants will also discuss relevant advisory opinions and administrative rules by the Iowa Ethics and Campaign Disclosure Board.

Grammar & Proofreading Essentials - *NEW!*

Course Number:	GI 222	Dates:	Nov 19, 2008
Length:	1 Day		June 3, 2009
Cost:	\$110.00		
Eligibility:	All		

This course will help individuals apply tricks and tips for remember grammar basics. A great opportunity to learn proofreading techniques, ensuring efficiency and accuracy. Comprehend the different needs of e-mail vs. written proposals vs. business reports.

Grant Management

Course Number:	GI 300	Dates:	Oct. 10, 2008
Length:	1 Day		May 4, 2009
Cost:	\$60.00		
Eligibility:	All		

Certificate Program

Participants will learn how to create a management environment that maximizes the effectiveness of your grant and maximizes the opportunities for securing future grant support. The session deals with management, budget, reporting, regulatory and other critical issues associated with grant management, including:

- basics of managing a funded project
- grant manager responsibilities
- federal regulations
- foundations
- documentation
- finances

Grant Seeking

Course Number:	GI 200	Dates:	Sept. 5, 2008
Length:	1 Day		Apr. 6, 2009
Cost:	\$60.00		
Eligibility:	All		

Certificate Program

This session explores how and where to find the right grant for your organization by making your organization "grant ready." The session teaches participants the techniques in creating a process for proactively finding and selecting grants which will maximize your organization's mission and how to avoid wasting your organization's effectiveness and resources by pursuing the wrong grant.

Grant Writing

Course Number:	GI 091	Dates:	Sept. 19, 2008
Length:	1 Day		Apr. 20, 2009
Cost:	\$60.00		
Eligibility:	All		

Certificate Program

This session deals with how to write a grant to maximize your chances of selection. The session will explore techniques of successful grant writing, how to interpret the RFP, legal issues related to grant writing, and much more, including:

- six approaches to assessing and documenting needs
- organizing proposal development
- contacting government funding sources
- planning the federal grant
- 20 reasons grants fail

Courses

Human Relations Skills

Course Number:	SC 203	Dates:	Oct. 23 & 24, 2008
Length:	2 Days		Feb. 11 & 12, 2009
Cost:	\$225.00		June 9 & 10, 2009
Eligibility:	All		

**Certificate
Program**

Today's workplace requires employees to deal with a variety of people and situations. During this class, participants will focus on improving their relationships with coworkers, supervisors, and clients. Participants will learn to:

- understand and handle feelings in the workplace, including their own anger and the anger of others
- deal with difficult people encountered through the work day
- utilize tools to cope more effectively with work situations beyond their control
- improve communication with others in the workplace

Introduction to Administrative Law

Course Number:	RM 001	Dates:	July 16, 2008
Length:	2 Hours		Dec. 5, 2008
Cost:	\$40.00		
Eligibility:	All		

**Certificate
Program**

This session will introduce the audience to the concept that the operation of government has its own body of law – administrative law. Also covered is how the Administrative Procedures Act fits within the administrative law umbrella, an overview of the major aspects of the Administrative Procedures Act, and how it affects agency policy making.

Introduction to Business Skills

Course Number:	GI 174	Dates:	Nov. 14 & 21, 2008	1:30 pm – 4:30 pm
Length:	Two 3-hour sessions		Apr. 17 & 24, 2009	1:30 pm – 4:30 pm
Cost:	\$125.00			
Eligibility:	All			

**Certificate
Program**

Participants will meet for two 3-hour sessions (6 hours of total classroom time) to discuss and review a variety of business skills topics, which include:

- the forms of departmentalization within state government levels
- the function of the balance sheet, income statement, and cash budget for decision making purposes
- levels and functions of management
- time management concepts
- the determinants for span of management, staff and line authority

Investigating Employee Misconduct

Course Number:	NC 118	Dates:	July 17, 2008	June 18, 2009
Length:	1 Day		Sept. 18, 2008	
Cost:	\$80.00		Dec. 18, 2008	
Eligibility:	EMS		Feb. 19, 2009	

**Certificate
Program**

Disciplinary action must be enacted where appropriate and should be taken only when warranted. Employees' due process rights are important and must be honored. This course is designed to assist supervisors and managers in investigating employee misconduct. Participants will learn:

- the purpose of an investigation
- how the elements of just cause play a key part in the investigation
- how to gather and evaluate information about an employee's alleged misconduct or rule violation

Courses

Judicial Rule Review

Course Number:	RM 007	Date:	To Be Arranged.
Length:	2 Hours		Please visit PDS
Cost:	\$40.00		website for
Eligibility:	All		scheduled date.



The judiciary is empowered to overturn an agency rule if an agency makes a mistake in the procedure it follows in adopting a rule or if it makes a mistake in terms of the substance of the rule itself. This course looks at the role of the courts in hearing challenges to state agency decisions, including rulemaking. Participants will learn the 14 mistakes that agencies commonly make in rulemaking which justify the courts overturning their rules. This session will also consider other legal issues related to rules including petitions for declaratory orders, contested cases, and ethics.

Legislative Process in Iowa State Government

Course Number:	GI 144	Date:	Nov. 14, 2008
Length:	1 Day		
Cost:	\$60.00		
Eligibility:	All		



This course is designed for employees who work with and want to have a better understanding of the legislative process. The course describes the structure and roles of the legislative branch and how an idea becomes law. It also describes:

- how to use the General Assembly website to access legislative information
- how to read bills and amendments
- how to prepare a fiscal note
- the legislative timeline
- what the ethics law means for state employees

Listening: The Forgotten Skill

Course Number:	GI 003	Dates:	Oct. 7, 2008
Length:	1 Day		Mar. 11, 2009
Cost:	\$110.00		
Eligibility:	All		

Improved listening means improved job efficiency and productivity. Most employees spend over 50% of their day listening. Accurate listening and retention skills are crucial to help manage the vast amount of information we receive daily. Topics include:

- the role of feedback and perception in the communication process
- the 12 blocks to listening
- nourishing creativity through better listening
- keys to effective listening, including the effect of nonverbal communication on listening
- practical techniques to improve your listening skills

Managing Effective Meetings

Course Number:	SC 242	Dates:	Jan. 18, 2009
Length:	½ Day		
Cost:	\$60.00		
Eligibility:	All		

This course will address the various components that make up an effective meeting. Participants will discuss the purpose and necessity of meetings, as well as facilitation techniques to keep meetings moving forward and on topic. Participants will review agendas for modification and improvement. They will also review and discuss sample ground rules for meetings and share real-life scenarios of meeting challenges that must be resolved in order to conduct a meeting that is valuable and successful.

Courses

Managing Generational Differences at Work

Course Number:	SC 256	Dates:	Sept. 17, 2008
Length:	½ Day		May 14, 2009
Cost:	\$75.00		
Eligibility:	All		

This seminar is designed to increase appreciation of generational differences in communication styles, workplace values, and skill sets. Participants will explore collaborative approaches that will capitalize on the strengths of both generations and take a brief look at succession planning strategies to assure that the torch is passed on in inclusive, responsible and responsive ways. Course objectives include:

- describe the primary work ethic and communication characteristics of Traditionalists, Baby Boomers, Generation X and Generation Y
- anticipate and proactively respond to generational differences that impact workplace performance, productivity and teamwork
- collaborate with others to create and sustain a work environment that capitalizes on, and celebrates generational diversity in a manner which results in service excellence
- appreciate the dynamics of targeted succession planning for the purpose of knowledge transfer

Managing Stress Effectively

Course Number:	GI 019	Dates:	Nov. 20, 2008
Length:	1 Day		Mar. 5, 2009
Cost:	\$80.00		
Eligibility:	All		

Stress plays a significant role in everyone's life, with the four greatest sources of stress being relationships, health, job and finances. Everyone knows about the concept of stress but few realize the impact that stress can have on emotional and physical health.

This course encourages participants to acknowledge their personal stress and identify both helpful and harmful responses in their lives. Participants will learn the connection emotion and behavior in response to stress and will be encouraged to develop multiple approaches for confronting and defeating stress. Participants will be challenged to confront stressors in all aspects of their lives, from families and relationships to thinking processes to personal lifestyle choices. By the end of the course, participants will have constructed a personal stress-management program that they can use to motivate them to greater health and well-being.

Managing Your Time and Priorities

Course Number:	GI 090	Dates:	Nov. 18, 2008
Length:	1 Day		Mar. 20, 2009
Cost:	\$110.00		
Eligibility:	All		



This course will provide participants with the skills to increase productivity and achieve their goals. Participants will learn to accomplish more by first scheduling their priorities and then prioritizing their schedules. The seminar includes strategies for:

- using short- and long-term goals for personal and professional growth
- solving the time crunch in your life by eliminating common time wasters
- getting and staying organized
- using a variety of tools to manage time effectively
- managing the many priorities in our lives

Marketing Principles

Course Number:	GI 305	Dates:	Oct. 2, 2008
Length:	1 Day		May 19, 2009
Cost:	\$150.00		
Eligibility:	All		



Marketing is based on identifying, anticipating and satisfying customer needs effectively and profitably. It encompasses market research, pricing, promotion, distribution, customer care, brand image and much more.

Utilizing effective marketing strategies can increase service or product usage, increase revenues for the organization, and improve the overall customer perception of the organization.

Courses

Measurement

Course Number:	AC 003	Dates:	Upon request
Length:	Varies		as a special session.
Cost:	Varies		
Eligibility:	All		

In order to receive the maximum benefit from this class, participation by agency teams is encouraged.

How do you know when you've accomplished the goals you've set? By using measures. Widen your knowledge of measurement and learn why it is critical to develop measures for state programs. This class will also explain how to develop measures, when to use different types of measures and how to identify the key measures needed. Enrollment by department teams is encouraged.

Minute Taking

Course Number:	GI 177	Dates:	Jan. 28, 2009
Length:	½ Day		May 1, 2009
Cost:	\$60.00		
Eligibility:	All		



Formally or informally, many individuals are responsible for minute or note taking. This course will help participants enhance their professionalism by learning the techniques of quality minute taking. Topics will include:

- definition and purpose of minutes
- the meeting itself (preparation, taking notes, after the meeting)
- components of minutes
- listening skills (message transference, perception)
- review of minutes and report to group

Open Meetings/Public Records

Course Number:	RM 011	Dates:	Nov. 12, 2008
Length:	2 Hours		June 18, 2009
Cost:	\$40.00		
Eligibility:	All		



The free flow of information is key to our democratic society. The challenge for everyone, especially our policymakers, is to balance the public's right to information with the individual's right to privacy.

The goal of this seminar is to inform you of the public record and open meetings laws, procedures, and exemptions and discuss any recent legislation pertaining to open meetings and public records.

Overview of State Government Finances

Course Number:	MC 311	Date:	Mar. 5, 2009
Length:	1 Day		
Cost:	\$60.00		
Eligibility:	All		



This course provides an overview of the State of Iowa's budget and accounting system. Representatives of Department of Administrative Services – State Accounting Enterprise, Department of Management, and Treasurer of State will provide valuable information to participants, including:

- state's financial procedures
- methods for estimating revenue
- budgeting: the review and approval process
- the state's accounting system
- how to track appropriations
- the use of Generally Accepted Accounting Principles (GAAP)

Courses

Performance Criteria and Measures for Service Contracting

Course Number:	AC 004	Dates:	Upon request
Length:	3 Hours		as a special session.
Cost:	\$40.00		
Eligibility:	All		

This class will cover performance criteria and measures for service contracting, in support of the Accountable Government Act. Specific components. Topics include:

- identifying performance criteria versus performance measures
- identifying appropriate measures/criteria for service contracts
- tying performance measures/criteria to payment

Performance Evaluation

Course Number:	NC 401	Dates:	Sept. 23, 2008	June 9, 2009
Length:	1 Day		Dec. 2, 2008	
Cost:	\$80.00		Feb. 26, 2009	
Eligibility:	EMS		Apr. 30, 2009	



This workshop provides information to managers and supervisors on the State of Iowa performance appraisal process. Participants will learn to:

- identify assumptions and biases about performance appraisal
- utilize the performance evaluation system as a benefit to them and their employees
- identify fair and measurable performance criteria
- write clear expectation statements
- legal side of performance appraisals
- complete the state of Iowa individual performance plan and evaluation form

Performance Evaluation Planning Process (Supervisors)

Course Number:	NC 140	Dates:	Upon request
Length:	Varies		as a special session.
Cost:	Varies		
Eligibility:	EMS		

In this course participants will learn how to:

- complete State of Iowa Individual Performance Plan and Evaluation forms
- write performance goals/strategies, action steps, performance criteria and timetables
- write The Individual Development Plan

Performance Evaluation Planning Process (Train the Trainer)

Course Number:	NC 141	Dates:	Upon request
Length:	Varies		as a special session.
Cost:	Varies		
Eligibility:	EMS		

Participants will learn how to deliver training on the State of Iowa Individual Performance Plan and Evaluation Process to their management staff. Topics will include:

- trainer's role
- how to complete the required forms
- how to write performance goals/strategies, action steps and timetables

Courses

Plain Talk – *NEW!*

Course Number:	GI 223	Dates:	Sept. 9, 2008
Length:	1 Day		Mar. 10, 2009
Cost:	\$150		
Eligibility:	All		

This workshop will assist participants in writing and designing documents that are easy to use and easy to understand. You will explore general principles and guidelines of Plain Talk as it applies to writing instructions, announcements, publications, and other documents.

Key topics will include guidelines for Plain Talk, techniques for simple, concise emphatic business writing, elements of writing great instructions, focusing on your customers, and using readability tools such as Flesch-Kincaid test or Fog Index.

Presentation Skills

Course Number:	GI 014	Dates:	Dec. 10, 2008
Length:	1 Day		June 23, 2009
Cost:	\$150.00		
Eligibility:	All		

Be ready for your next presentation! Learn and practice effective presentation techniques and skills in this fun, interactive workshop. Topics will include:

- addressing the "Fear Factor"
- using a 10-step process to organize, prepare, and present successfully
- understanding body language – the nonverbal side of delivery
- incorporating over 27 visual aids to enhance your presentation
- learning about three different ways participants absorb information
- speaking persuasively
- understanding effective introductions
- dealing with difficult situations
- creating strong closings

Preventing Sexual Harassment for Employees

Course Number:	GI 052	Dates:	Aug. 27, 2008
Length:	½ Day		Nov. 12, 2008
Cost:	\$50.00		Feb. 10, 2009
Eligibility:	All		May 19, 2009

Everyone loses when sexual harassment occurs. It lowers morale, hurts working relationships, creates resentment, and lessens an organization's ability to function well. All employees have the right to work in an environment free of harassment. This course discusses:

- what constitutes sexual harassment in the workplace
- your rights as an employee
- the legal consequences of harassing a coworker
- how to appropriately confront harassing behavior on the job

Preventing Sexual Harassment for Supervisors

Course Number:	NC 119	Dates:	July 24, 2008
Length:	½ Day		Oct. 29, 2008
Cost:	\$50.00		Jan. 15, 2009
Eligibility:	EMS		Apr. 14, 2009



Participants in this course will learn about their supervisory responsibilities in dealing with sexual harassment on the job. Topics include:

- legal definition of sexual harassment
- employer liability
- behaviors that constitute sexual harassment
- the supervisor's role in preventing sexual harassment
- investigation of sexual harassment

Courses

Professional Impact

Course Number:	GI 084	Dates:	Aug. 26, 2008
Length:	1 Day		Jan. 13, 2009
Cost:	\$110.00		June 25, 2009
Eligibility:	All		



An enhanced professional image is important for all employees who want to project a confident, professional self. Many people make judgments based on "first impressions." Therefore, a positive impression is critical. Topics include:

- understanding professionalism on the job
- increasing credibility, confidence, and composure
- dealing professionally with coworkers, supervisors, and the public
- communicating in a professional manner
- using body language effectively
- managing your appearance to create a professional image

Project Management

Course Number:	PT 103	Dates:	Oct. 8 & 9, 2008
Length:	2 Days		Feb. 18 & 19, 2009
Cost:	\$225.00		
Eligibility:	All		



This two-day course instills effective, repeatable project-management techniques in people of various experience levels. The interactive format includes practice projects, including one for the initial exercises and one for the audit analysis wrap-up. Increase the odds of delivering projects on time and under budget. Learn ways to:

- define a project and its scope
- develop time and cost estimates
- create a schedule
- identify ways to shorten the project
- identify and manage risks
- organize and document project information
- track progress and make adjustments
- develop a system for managing changes to a project

Ready, Set, Retire

Length:	1 Day	Dates:	See contact information below.
Cost:	Free		
Eligibility:	Within 1 Year of Retirement		

This free course is provided to state employees as an informational overview of retirement-related issues. Various experts discuss IPERS, Social Security benefits, deferred compensation, and insurance costs and coverage for state employees. This seminar is designed for individuals who are **within one year** of retirement.

IPERS estimates will be provided as well as individual counseling sessions with a Retirement Benefits Officer. Prior to the class, IPERS will send an estimate request form. This form must be completed and returned for a benefit estimate to be available the day of the class. Social Security estimates will also be provided.

Spouses are encouraged to attend with advanced notice. Please advise if spouse will attend when enrolling.

To register, call IPERS at 1-800-622-3849 weekdays, 7:30 a.m. – 5:00 p.m.

For more information, please visit the IPERS website: <http://www.ipers.org>

Courses

Retirement Planning: Long Range

Length:	1 Day	Dates:	See contact information below
Cost:	Free		
Eligibility:	All		

This workshop, developed and conducted by IPERS' representatives, gives you an insight to planning for your retirement. It is designed to provide general information. Topics include:

- understanding your IPERS benefits
- setting financial goals
- analyzing current retirement savings
- deferred compensation
- other aspects of retirement

This course is designed for individuals several years from retirement.

To register, call IPERS at 1-800-622-3849 weekdays, 7:30 a.m. – 5:00 p.m.

For more information, please visit the IPERS website: <http://www.ipers.org>

Rule Writing Style

Course Number:	RM 003	Dates:	Nov. 4, 2008
Length:	2 Hours		
Cost:	\$40.00		
Eligibility:	All		



This course will focus on style guidelines for the three parts of a rulemaking document: the preamble, the item statements, and the rule language. The course will include hands-on practice in identifying ways to improve sentence structure and word selection. In addition to style guidelines, the course will address questions related to procedures and formatting.

Rulemaking Process

Course Number:	RM 004	Dates:	Aug. 5, 2008
Length:	2 Hours		June 16, 2009
Cost:	\$40.00		
Eligibility:	All		



This course concentrates on the rulemaking segment of the Administrative Procedures Act. It will define the term "administrative rule," outline the process to formally implement a rule, and detail the role of public, gubernatorial, and legislative input in shaping that policy.

Statutory Construction and Legal Drafting

Course Number:	RM 002	Dates:	Aug. 6, 2008
Length:	2 Hours		Nov. 21, 2008
Cost:	\$40.00		
Eligibility:	All		



Constitutions, acts, codes, and rules are all sources of law. This course will discuss the various components of law, including Iowa Acts, Iowa Code, Iowa Code Supplement, and Iowa Administrative Bulletin and Code. This section will cover the tools used to read a statute and determine its meaning. It will also provide an introduction to the concept of drafting code language.

Strategic Planning

Course Number:	AC 001	Dates:	Upon request
Length:	Varies		as a special session.
Cost:	Varies		
Eligibility:	All		

In this seminar, you will learn what strategic planning is and how it fits into the Accountable Government Act (AGA). Also covered:

- the concept of alignment and how it relates to strategic planning
- the key components and steps involved in developing a strategic plan
- the benefits of strategic planning

Courses

Teamwork Skills

Course Number:	GI 164	Dates:	Upon request
Length:	Varies		as a special session.
Cost:	Varies		
Eligibility:	All		

Learn what your work group needs to do to become an effective team. This course helps participants identify the strengths and weaknesses of their teams. Participants will participate in many exercises demonstrating the team decision making process and the roles of individuals on teams. They will also assess their personal role on a team and discuss several aspects of improving team performance. Topics include:

- purpose of teams
- dynamics of high performance teams
- behavioral styles of members
- management of team relationships
- attributes of a productive team
- team assessment and action planning

Thriving on Change

Course Number:	GI 163	Dates:	Nov. 14, 2008
Length:	1 Day		
Cost:	\$150.00		
Eligibility:	All		

Make change work for you by attending this exciting course. Learn how to put changes in perspective, explore why people react to change in different ways, and strategies to make change work for both you and the organization. Topics include:

- understanding the process of change and transition
- evaluating the environment to assist in change management
- exploring factors that inhibit and enable effective change
- creating your individual action plan to guide you and others through change

Time Mastery

Course Number:	GI 313	Dates:	Sept. 10, 2008
Length:	½ Day		Feb. 5, 2009
Cost:	\$105.00		
Eligibility:	All		



Ever feel as if your life is like a teeter-totter, going up and down and out of control? How many of us work to achieve balance between work and home or even just in our workday? Have you achieved the balance for which you are looking?

Experience an inspirational workshop that will assist participants in discovering how they can achieve balance at work and home utilizing a seven-step process and an individual Time Mastery Profile from Inscape publishing. Participants will fill out an online assessment prior to seminar and receive an individual report on their time management skills.

Topics will include, but not limited to:

- explanation of Time Mastery profiles so individuals have an understanding of how it can be utilized
- discussion of time-management strengths of participants
- skills needed to improve and enhance participants' time-management skills so their performance can be improved and productivity increased
- develop personal and work related mission statements to support time mastery goals
- learning when and how to say yes and no to opportunities

Courses

Train the Trainer

Course Number:	GI 017	Dates:	Apr. 1 & 2, 2009
Length:	2 Days		
Cost:	\$225.00		
Eligibility:	All		

This interactive, hands-on course will help participants discover the skills and techniques needed to effectively develop and deliver training to the adult learner. If you do any type of training or presenting (or would like to), this is the course for you! Topics will include:

- establishing a comfortable learning environment
- adult learner characteristics and learning styles
- presentation techniques
- developing participant-centered training and activities
- handling difficult participants

Valuing Diversity

Course Number:	GI 103	Dates:	Oct. 1, 2008
Length:	½ Day		Mar. 11, 2009
Cost:	\$50.00		June 24, 2009
Eligibility:	All		

This half-day awareness course is designed to help participants understand and value cultural differences. The focus of this course is to foster positive attitudes, behaviors, and practices that support a diverse workplace. Topics include:

- the changing labor force
- differences between EEO/AA and diversity
- inclusions versus exclusions
- advantages and benefits to be gained by valuing diversity
- communication and language barriers to diversity

Violence-Free Workplace

Length:	½ Day	Dates:	To Be Arranged.
Cost:	\$50.00		Please visit PDS website
Eligibility:	EMS		for scheduled dates.

This course is designed to assist managers and supervisors with potential violence that may arise in the workplace. The workshop is based on the DAS Managers and Supervisor's Manual Section 9.75. Topics will include:

- Policy Intent
- Legal and Contractual Considerations
- Human Resource Issues
- Employee Initiated Workplace Violence
- Non-Employee Initiated Violence
- Reporting Workplace Violence
- Responding to Threats of Workplace Violence
- Threat Assessment
- Resources

Performance & Development Solutions (PDS) Course Registration Form

(Please Print)

Name: _____ SS #: _____

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

FOR NON-STATE EMPLOYEES, PLEASE PROVIDE BILLING INFORMATION:

Non-State Agency/Organization: _____ E-Mail: _____

Contact: _____ Phone #: _____

Address: _____ City/Zip: _____

[illegible]

Refer to PDS catalog or website for course numbers, titles and dates – <http://das.hre.iowa.gov/LearnAtPDS/>

Once any course costing \$99.00 or less is confirmed, the participant's agency will be billed for the full amount of training unless cancellations are received by PDS at least five (5) working days prior to the class date. For courses that cost \$100.00 or more, agencies will be billed for ANY cancellations after confirmation. Departments may substitute confirmed course participants. To cancel, contact your agency training liaison or email pds@iowa.gov.

The following signatures indicate approval of the course(s) requested above and understanding of PDS' cancellation policy.

Employee Signature

Date

Supervisor Signature *Supervisor Name* *Date*

<i>Training Liaison Signature (State Employee Only)</i>	<i>Training Liaison Name</i>	<i>Date</i>
---	------------------------------	-------------

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-5070, Phone: (515) 281-5456

Accommodation Request: Please contact PDS at (515) 281-5456 or pds@iowa.gov to indicate any special needs that PDS may be able to address to make your participation more enjoyable.

Performance & Development Solutions (PDS) Online Learning Registration Form

(PLEASE PRINT)

Instructions

- 1) Fill out the following enrollment form and submit.
- 2) A Username, Password, and directions will be issued to you by email.
- 3) At the end of your registration period, an activity report will be issued and the account deactivated.

User Information

Name (printed): _____ SS #: _____

Email: _____ Preferred Password (optional): _____

Department: _____ Work Phone: _____

FOR NON-STATE EMPLOYEES, PLEASE PROVIDE BILLING INFORMATION:

Non-State Agency/Organization: _____ E-Mail: _____

Contact: _____ Work Phone: _____

Address: _____ City/Zip: _____

Please Select:

- | | | |
|--|--|--|
| <input type="checkbox"/> 1 course for 1 month (\$50.00) | <input type="checkbox"/> 3 courses for 2 months (\$120.00) | <input type="checkbox"/> 5 courses for 3 months (\$160.00) |
| <input type="checkbox"/> 2 courses for 1 month (\$90.00) | <input type="checkbox"/> 4 courses for 2 months (\$145.00) | <input type="checkbox"/> 6 or more courses for 3 months (\$180.00) |

Please list course(s) below

	Course Number	Course Title	Completion Date (For PDS Use Only)
1.			
2.			
3.			
4.			
5.			

The following signatures indicate approval of the course(s) and agreement to not disclose the assigned username and password to unauthorized users.

Employee Signature _____ *Date* _____

Supervisor Signature _____ *Supervisor Name* _____ *Date* _____

Training Liaison Signature (State Employee Only) _____ *Training Liaison Name* _____ *Date* _____

Please return the completed form to:

State Employees: Your agency's Training Liaison

Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-5070, Phone: (515) 281-5456

For PDS Use Only:

Date Activated: _____ *Complete By:* _____ *Deactivate Date:* _____

Performance & Development Solutions (PDS) Achievement Certificate

(PLEASE PRINT)

Name: _____ SS #: _____
Last First MI

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

Completion of the PDS Achievement Certificate requires the four Core Courses listed below and six PDS courses of your choice with the exception of courses that are required for other certificates. Participants have three years from the enrollment confirmation date to complete the program. Core courses taken within six months of the enrollment confirmation date can be counted toward completion of the certificate. (Exception: Core courses previously taken to complete an AMS certificate will be counted. Please provide the AMS certificate completion date below.)

Record Of Completion	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	
38	
39	
40	
41	
42	
43	
44	
45	
46	
47	
48	
49	
50	
51	
52	
53	
54	
55	
56	
57	
58	
59	
60	
61	
62	
63	
64	
65	
66	
67	
68	
69	
70	
71	
72	
73	
74	
75	
76	
77	
78	
79	
80	
81	
82	
83	
84	
85	
86	
87	
88	
89	
90	
91	
92	
93	
94	
95	
96	
97	
98	
99	
100	

<u>Core Courses</u>	<u>Course Number</u>	<u>Date Taken</u>	<u>Elective Courses</u>	<u>Date Taken</u>
Achieving Communication Effectiveness (ACE)	GI 077	_____	1) _____	_____
Customer Service	QM 002	_____	2) _____	_____
Business and Organizational Ethics	SC 240	_____	3) _____	_____
Human Relations Skills	SC 203	_____	4) _____	_____
			5) _____	_____
			6) _____	_____

If applicable indicate AMS certificate completion date: ____ / ____ / ____

The following signatures indicate awareness of this application and support for completion of this certificate program within three (3) years.

Employee Signature Date Department Director Signature Date

Supervisor Signature *Date* *Training Liaison Signature (State Employee Only)* *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-5070, Phone: (515) 281-5456

For PDS Use Only:

Confirmed: _____ Courses Valid Since: _____ Completion Date By: _____
Certificate Sent: _____

Performance & Development Solutions (PDS)
Administrative Assistant

Name: _____ SS #: _____
Last First MI

E-Mail: _____ Work Phone: _____

Record Of Completion

<u>Core Courses</u>	<u>Course Number</u>	<u>Date Taken</u>	<u>Elective Courses</u>	<u>Date Taken</u>
Accounting Fundamentals	GI 176	_____	1) _____	_____
Achieving Communication Effectiveness	GI 077	_____	2) _____	_____
Business English	GI 001	_____	3) _____	_____
Business Writing Workshop	GI 134	_____	4) _____	_____
Customer Service	QM 002	_____	5) _____	_____
Customer Service Telephone Skills	QM 030	_____		
Financial Math Refresher	GI 175	_____		
Introduction to Business Skills	GI 174	_____		
Professional Image	GI 084	_____		
Project Management	PT 103	_____		

Eligible electives include: Creative Thinking & Problem Solving (GI 160), Managing Your Time & Priorities (GI 090), Marketing Principles (GI 305), Minute Taking (GI 177), Time Mastery (GI 313), and ANY computer application course at New Horizons or DAS-ITE (please visit <http://das.hre.iowa.gov/LearnAtPDS/> for the current schedule).

The following signatures indicate awareness of this application and support for completion of this certificate program within three (3) years.

Employee Signature Date Department Director Signature Date

Supervisor Signature *Date* *Training Liaison Signature (state employee only)* *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-5070, Phone: (515) 281-5456

Confirmed: _____ Courses Valid Since: _____ Completion Date By: _____
Certificate Sent: _____

**Performance & Development Solutions (PDS)
Applied Management Series (AMS)**

(PLEASE PRINT)

Name: _____ SS #: _____
Last First MI

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

Completion of the PDS Applied Management Series (AMS) Certificate requires the five Core Courses and eight HR Policy courses listed below. Participants have three years from the enrollment confirmation date to complete the program. Core courses taken six months prior to the enrollment confirmation date can be counted toward completion of the certificate.

Record Of Completion

<u>Core Courses</u>	<u>Course #</u>	<u>Date Taken</u>	<u>HR Policy Courses</u>	<u>Course #</u>	<u>Date Taken</u>
Business & Organizational Ethics	SC 240	_____	Americans with Disabilities Act	NC 123	_____
Communication Enhancement	GI 198	_____	Discipline, Grievances, & the Contracts	NC 901	_____
Conflict Resolution	GI 165	_____	Equal Employment Opportunity / Affirmative Action	NC 202	_____
Developing a Customer Focused Organization	SC 254	_____	Family Medical Leave Act	NC 122	_____
Dimensions of Leadership	GI 230	_____	From Interview to Hire	NC 301	_____
			Investigating Employee Misconduct	NC 118	_____
			Performance Evaluation	NC 401	_____
			Preventing Sexual Harassment for Supervisors	NC 119	_____

The following signatures indicate awareness of this application and support for completion of this certificate program within three (3) years.

Employee Signature Date Department Director Signature Date

Supervisor Signature *Date* *Training Liaison Signature (State Employee Only)* *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-6450, Phone: (515) 281-5456

For PDS Use Only:

Confirmed:	Courses Valid Since:	Completion Date By:
------------	----------------------	---------------------

Certificate Sent:

Performance & Development Solutions (PDS)
Foundations of Government

(PLEASE PRINT)

Name: _____ SS #: _____

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

Completion of the PDS Foundations of Government Certificate requires completion of ten (10) eligible courses. Participants have two years from the enrollment confirmation date to complete the program. Courses taken six months prior to the enrollment confirmation date can be counted toward completion of the certificate.

Record Of Completion

<u>Course</u>	<u>Date Taken</u>
1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____
5) _____	_____
6) _____	_____
7) _____	_____
8) _____	_____
9) _____	_____
10) _____	_____

Select **ten** of the following eligible courses:

Citizen's Aide/Ombudsman (RM 010)

Contested Cases (RM 008)

Electronic Code Research (RM 005)

Government Ethics & Lobbying Act (RM 009)

Introduction to Administrative Law (RM 001)

Judicial Rule Review (RM 007)

Legislative Process in Iowa State Government (GI 144)

Open Meetings/Public Records (RM 011)

Overview of State Government Finances (MC 311)

Rule Writing Style (RM 003)

Rulemaking Process (RM 004)

Statutory Construction and Legal Drafting (RM 002)

The following signatures indicate awareness of this application and support for completion of this certificate program within two (2) years.

Employee Signature Date Department Director Signature Date

Supervisor Signature *Date* *Training Liaison Signature (State Employee Only)* *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison

Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-6450, Phone: (515) 281-5456

For PDS Use Only:

Confirmed:	Courses Valid Since:	Completion Date By:
------------	----------------------	---------------------

Certificate Sent:

Index of Courses

Accounting Fundamentals	21
Achieving Communication Effectiveness (ACE)	21
Agency Performance Planning	21
Americans with Disabilities Act (ADA)	21
Art of Win-Win Negotiating.....	22
Beyond Diversity	22
Building a Culture of Accountability	22
Building A High-Performing Workplace.....	23
Business and Organizational Ethics	23
Business English.....	23
Business Writing Workshop	24
Citizen's Aide/Ombudsman.....	24
Coaching and Leading for Top Performance	24
Communication Enhancement.....	24
Computer Security: At Home and in the Office	25
Conflict Resolution.....	25
Contested Cases	25
Creating Performance Accountability.....	25
Creative Thinking and Problem Solving.....	26
Creative Writing	26
Customer Service	26
Customer Service Telephone Skills	26
Defensive Driving.....	27
Developing a Customer Focused Organization	27
Dimensions of Behavior.....	27
Dimensions of Leadership	27
Discipline, Grievances, and the Contracts	28
Effective Facilitator.....	28
Electronic Code Research	28
Equal Employment Opportunity/Affirmative Action: Making the Most of Your Workforce.....	28
Family and Medical Leave Act (FMLA)	29
Financial Math Refresher.....	29
From Interview to Hire: The Successful Search for Talent	29
Fundamentals of Supervision	29
Government Ethics & Lobbying Act	30
Grammar 8 Proofreading Essentials.....	30
Grant Management.....	30
Grant Seeking.....	30
Grant Writing.....	30
Human Relations Skills	31
Introduction to Administrative Law	31
Introduction to Business Skills	31
Investigating Employee Misconduct.....	31
Judicial Rule Review.....	32
Legislative Process in Iowa State Government	32
Listening: The Forgotten Skill	32
Managing Effective Meetings.....	32
Managing Generational Differences at Work.....	33
Managing Stress Effectively.....	33
Managing Your Time and Priorities.....	33
Marketing Principles.....	33
Measurement	34
Minute Taking	34
Open Meetings/Public Records	34
Overview of State Government Finances	34
Performance Criteria and Measures for Service Contracting	35
Performance Evaluation.....	35
Performance Evaluation Planning Process (Supervisors)	35

Index of Courses

Performance Evaluation Planning Process (Train the Trainer).....	35
Plain Talk	36
Presentation Skills	36
Preventing Sexual Harassment for Employees	36
Preventing Sexual Harassment for Supervisors	36
Professional Image: Efficiency, Impact, and Results	37
Project Management.....	37
Ready, Set, Retire.....	37
Retirement Planning: Long Range.....	38
Rule Writing Style	38
Rulemaking Process.....	38
Statutory Construction and Legal Drafting	38
Strategic Planning.....	38
Teamwork Skills.....	39
Thriving on Change (formerly Surviving Change)	39
Time Mastery	39
Train the Trainer	40
Valuing Diversity in the Workplace	40
Violence-Free Workplace.....	40